

KEPUASAN KERJA: FAKTOR-FAKTOR YANG MEMPENGARUHI
KOMITMEN KERJA KAKITANGAN FAMA
(FEDERAL AGRICULTURE MARKETING AUTHORITY)
DI NEGERI SELANGOR

MOHD RUHAIFI BIN MD ISA @ MANSOR

UNIVERSITI UTARA MALAYSIA

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Projek Sarjana ini diserahkan kepada Fakulti Pengurusan Perniagaan
Universiti Utara Malaysia
untuk memenuhi syarat keperluan Ijazah Sarjana Pentadbiran
(Perakaunan)



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KERJA KAKITANGAN FAMA

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KEBENARAN MERUJUK TESIS

Kertas projek penyelidikan ini dikemukakan untuk memenuhi sebahagian daripada keperluan pengijazahan Program Sarjana Universiti Utara Malaysia (UUM). Saya bersetuju membenarkan pihak perpustakaan UUM untuk mempamerkan sebagai bahan rujukan. Saya juga bersetuju bahawa sebarang bentuk salinan sama ada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia projek penyelidikan ini atau Dekan Sekolah Siswazah. Sebarang bentuk catatan dan salinan bagi tujuan komersial adalah dilarang sama sekali tanpa kebenaran daripada penyelidik. Penyataan rujukan kepada penulis dan pihak UUM perlulah dinyatakan jika sebarang bentuk rujukan dibuat ke atas kertas projek ini.

Kebenaran untuk menyalin atau menggunakan kertas projek ini sama ada keseluruhan atau sebahagian daripadanya hendaklah dipohon melalui:

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KEDAH DARULAMAN

Abstrak

Kajian ini adalah bertujuan untuk mengenalpasti tahap kepuasan kerja dan tahap komitmen di dalam organisasi kakitangan Lembaga Pemasaran Pertanian Persekutuan atau lebih dikenali sebagai FAMA (*Federal Agricultural Marketing Authority*) di Negeri Selangor. Objektif utama kajian ini adalah untuk mengkaji tahap kepuasan kerja dan tahap komitmen di dalam organisasi warga kerja di FAMA dan menentukan sama ada terdapat hubungan yang signifikan di antara kepuasan kerja dan komitmen di dalam organisasi. Sebanyak 73 borang soal selidik untuk mengukur tahap kepuasan kerja dibentuk sebagai instrumen kajian ini yang mengandungi 77 soalan sebagai faktor dan diukur menggunakan Lima Skala Likert bagi soal selidik kepuasan kerja berdasarkan *Job Description Index (JDI)* oleh Smith *et al.*, (1969) dan komitmen organisasi oleh berdasarkan *Organizational Commitment Questionnaire (OCQ)* oleh Mowday *et al.*, (1979). Semua data yang diperolehi dikumpulkan dan dianalisa melalui kaedah statistik deskriptif dan inferansi.

Dapatan kajian ini memberi gambaran bahawa terdapat hubungan yang signifikan terhadap dimensi kepuasan kerja terhadap komitmen di dalam organisasi. Analisis yang dijalankan memberi gambaran bahawa majoriti kakitangan sama ada dari kumpulan pengurusan profesional dan kumpulan sokongan mempunyai tahap kepuasan yang sederhana namun mereka memberikan komitmen yang tinggi kepada organisasi.

Abstract

This study aims to identify the level of job satisfaction and commitment levels of employees in the organization of the Federal Agricultural Marketing Authority, better known as FAMA (Federal Agricultural Marketing Authority) in Selangor. The main objective of this study is to examine the level of job satisfaction and level of commitment in the organization of staff at FAMA and determine whether there is a significant relationship between job satisfaction and commitment in the organization. A total of 73 questionnaires to measure the level of job satisfaction developed as a research instrument that contains 77 questions as a factor and is measured using five Likert Scale satisfaction questionnaire based on the Job Description Index (JDI) by (Smith et al., 1969) and commitment based organizations by the Organizational Commitment Questionnaire (OCQ) by (Mowday et al., 1979). All data obtained were collected and analyzed via inferences descriptive and statistical methods.

These findings give the impression that there is significant relationship to the dimensions of job satisfaction in the organization's commitment. Analysis carried out to give the impression that the majority of staff either from a professional management team and support groups have a moderate level of satisfaction, but they give a strong commitment to the organization.

Penghargaan

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BAB 1

Pengenalan

1.0 Pendahuluan

Malaysia sedang mengorak langkah dalam mencapai status negara berpendapatan tinggi dalam tahun 2020. Dengan terhasilnya Pelan Transformasi Ekonomi (ETP-economic tranformasion plan) oleh Perdana Menteri YAB Dato Najib Tun Razak telah meletakkan nilai keberhasilan negara (NKRA) sebagai satu langkah untuk mencapai ETP yang dirancang. Dengan meletakkan petunjuk prestasi utama (KPI) sebagai satu penanda aras sesuatu kemajuan yang dirancang dalam ETP tersebut adalah dengan bersandarkan kepada enam (6) Bidang Keberhasilan Utama Negara (NKRA) dalam menuju negara berpendapatan tinggi dalam tahun 2020 kelak. Untuk menjana dan menerajui ke arah matlamat tersebut beberapa penekanan di dalam NKRA telah dirancang untuk memastikan ETP tersebut dapat direalisasikan.

Untuk menjadikan sebuah negara yang mampu bersaing dengan negara maju yang lain, kita perlulah mewujudkan sebuah organisasi yang benar-benar mampu membangunkan segala sumber yang ada untuk memajukan negara. Dalam konteks ini hubungan individu dalam setiap organisasi memainkan peranan yang penting dalam menjayakan setiap matlamat tersebut. Oleh itu, hubungan individu terhadap organisasi

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